GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2316
ANSWERED ON:30.11.2016
Helpline for Women
Venugopal Dr. Ponnusamy

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways is considering to introduce a national level helpline exclusively for women;

(b) if so, the details thereof;

(c) whether many railway divisions have already started such helpline; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)
(a) to (d): To provide round the clock security related assistance to passengers, including women passengers, a three digit security helpline number 182 has already become functional through Divisional Security Control Rooms of Railway Protection Force (RPF) over Indian Railways. This helpline is manned by RPF personnel and can be accessed by passengers, including women passengers, during their journey over Railways.

In addition, another All India Helpline 138 receives call for assistance for cleanliness, food and catering, coach maintenance, medical emergency and linen. This can be accessed by passengers, including women passengers.
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